

MANAGEMENT STAFF ASSISTANT  
GS-0303-07

## I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). The incumbent performs administrative, program, and/or technical support duties.

## II. MAJOR DUTIES AND RESPONSIBILITIES

Performs a variety of administrative and technical support duties. Compiles information to determine the status of various program activities, on such matters as status of funds, workload, and output. Composes narrative budget justifications to explain the purpose and schedule components. Maintains status reports. Serves as a focal point on procedures regarding travel, time and attendance, working hours, preparation of administrative and fiscal forms, and securing office and maintenance services.

Responds to information requests on topics related to the mission, products, or services of the organization. Explains resources, services, and administrative processes to clients using the appropriate form(s) and/or making appropriate referrals.

Manages office facilities for the development and execution of operational systems. Processes or maintains records or documents related to the work of the office.

Serves as contact for coordinating the procurement of goods and services. Researches, initiates, and prepares procurement requests on appropriate forms.

Reviews a variety of source documents initiated by customers. Examines documents for administrative content. Contacts originators to resolve deficiencies. Prepares response letters, as necessary. Coordinates and facilitates the processing of administrative documents, reports, requests, and instructions.

## III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-4	550 pts.
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Practical knowledge of office administrative, fiscal, management analysis, and personnel policies, procedures, and requirements sufficient to carry out a variety of program support projects.

General knowledge about the office organization, its relationship to ETA goals and vision, mission, objectives, their requirements, program administration, policy concepts and practices sufficient to

enable the incumbent to foresee technical or administrative problems and requirements.

Factor 2 - Supervisory Controls FL 2-3 275 pts.

The incumbent works under the direction of a supervisor or specialist who defines overall priorities, objectives, and deadlines. The incumbent plans and carries out the work, handling problems and deviations in assignments in accordance with established policies. Work is reviewed for appropriateness and for compliance with instructions. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines FL 3-3 275 pts.

Guidelines include ETA and office directives, personnel procedures, and fiscal policies and requirements. Guidelines contain concepts, examples, or precedents that apply in general to the work situation. The incumbent uses judgment in selecting, applying, and adapting general guidelines to specific problems.

Factor 4 - Complexity FL 4-3 150 pts.

Work involves different and unrelated processes and methods. The work also consists of standard, procedural explanations of office policies and programs. Decisions concerning what needs to be done are based on an understanding of the interrelationship between the organizations, audiences, and issues involved. Performs several concurrent projects.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of this position is to provide technical level program and administrative assistance in support of the office. The incumbent's work affects the accuracy and reliability of many segments of the work of the office.

Factor 6 Personal Contacts FL 6-2 25 pts.

Contacts include the office staff, high-level government officials outside ETA, and members of the general public.

Factor 7 Purpose of Contacts FL 7-2 50 pts.

Contacts are for such purposes as coordinating office activities, exchanging and locating information, resolving problems, and following up on assignments made to others or on work in progress.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The work is generally sedentary.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in an office setting.

TOTAL = 1410 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the first description below **if** the incumbent must be a qualified typist and mark **both** descriptions if the incumbent has office automation responsibilities)*

\_\_\_ This position requires the services of a fully qualified typist.

\_\_\_ This position requires knowledge of word processing or other software tools to produce a wide variety of documents.